TROUBLE TICKETS

Kitty Tully
6 February 2001
TRADOC SSF Workshop

TRADOC TROUBLE TICKETS

- **Process:**
  - **Installation initiates TT.**
  - **E-mail TT to Kitty Tully, cc: Marty Girardin.**
  - **TT added to matrix (Goal: update Web 1/wk).**
  - **TT evaluated and forwarded to NOC.**

    or
  - **Returned to submitter (duplicate/additional questions).**
  - **When NOC 2001-series number assigned, TT placed on the Web.**

TRADOC TT PROCEDURE

- Look for trends.
- Work with NOC for solutions.
- Track to ensure all are active.
- Network with other MACOMs--share information.
- Log and Finance work together.

MATRIX STATUS

- **Open TT's - 57**
- **Submitters:**
  - **Huachuca - 2**
  - **Wood - 5**
  - **Lee - 2**
  - **Sill - 7**
  - **Knox - 2**
  - **Leavenworth - 1**
  - **Bliss - 1**
  - **Gordon - 1**
  - **Detrick - 1**
  - **CECOM - 5**
    - **AMCOM - 2**
  - **NAMI CBU - 3**
  - **TACOM-RI - 1**
    - **DFAS - 2**
  - **Lewis - 2**
    - **Carson - 1**
  - **Hood - 3**
  - **Stewart - 16**

As of 30 Jan 01

MATRIX STATUS (CONT)

- Closed TTs - 28
- Submitters:
  - Eustis - 1
  - Huachuca - 4
  - Sill - 3
  - Gordon - 1
  - Knox - 5
  - Wood - 1
  - Detrick - 1
  - NAMI CBU - 4
  - CECOM - 1
  - AMCOM - 2
  - TACOM - 1
  - Lewis - 4